

Here are the summary results for:

## HO Adults' Care

\*\*\* Better than *survey average*  
 \*\* Average  
 \* Below *survey average*

| Health Plan                         | Getting care that is needed | Getting care without long waits | How well doctors communicated | Courtesy, respect, and helpfulness of office staff | Health plan's customer service and paperwork |
|-------------------------------------|-----------------------------|---------------------------------|-------------------------------|--|--|
| Premiera Blue Cross                 | **                          | **                              | **                            | **   | **   |
| Community Health Plan of Washington | **                          | *                               | **                            | **   | **   |
| CUP                                 | **                          | *                               | **                            | **   | **   |
| Group Health Cooperative            | ***                         | ***                             | **                            | **   | **   |
| Kaiser Foundation Health Plan       | **                          | **                              | *                             | *  | **   |
| Kitsap Physicians Service           | ***                         | ***                             | **                            | ***  | ***  |
| Northwest Medical Bureau            | **                          | **                              | **                            | **   | **   |
| Aetna US Healthcare                 | *                           | **                              | **                            | **   | *  |
| QualMed Health Plan                 | **                          | ***                             | **                            | **   | **   |
| Regence BlueShield                  | **                          | **                              | **                            | **   | **   |